

### **AMENDMENTS TO THE CLAIMS:**

The listing of claims will replace all prior versions, and listings of claims in the application:

#### **LISTING OF THE CLAIMS**

1-12 (Canceled)

13. (Currently Amended) A method of operating a data processing system, said method comprising:

compiling a database of resource providers and their associated information, wherein said associated information for each of said resource providers includes one or more keywords that are indicative of said resource provider, a summary of said resource provider's terms and conditions for providing resources, an indication of what types of telecommunication sessions said resource provider accepts, said resource provider's contact information, an indication of whether said resource provider is immediately available, and by what devices said resource provider is available;

\_\_\_\_\_receiving contact information and preferences from a patron, wherein said contact information and preferences include an indication of whether said patron desires to communicate with at least one resource provider via voice, video, or text telecommunications session via a public switched telephone network, and, if so, said patron's contact information for such session; via voice, video, or text telecommunications session via a data network, and, if so, said patron's data network address for such session; and immediately or not;

receiving a request from said patron to find a resource provider to provide a resource;

conducting, via a data network, an auction to identify the lowest cost resource provider willing to provide said resource sought by said patron, said auction comprising a traditional bid/ask auction, a dutch auction, or a reverse auction involving at least two resource providers from said database that are willing to provide said resource to said patron;

\_\_\_\_\_determining which resource provider is the lowest cost resource provider; and  
initiating a telecommunication session between said patron and said lowest cost resource provider.

14. (Original) The method of claim 13 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

15. (Original) The method of claim 13 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

16. (Original) The method of claim 13 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

17. (Original) The method of claim 13 wherein an operator of said data processing system selects said resource provider based on whether said resource provider is immediately available to communicate with said patron.

18-24. (Canceled)

25. (New) The method of claim 17 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

26. (New) The method of claim 17 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

27. (New) The method of claim 17 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

28. (New) The method of claim 17 wherein said data processing system is a world wide web site and said data network is the Internet.

29. (New) A data processing system comprising:

a database of resource providers and their associated information, wherein said associated information for each of said resource providers includes one or more keywords that are indicative of said resource provider, a summary of said resource provider's terms and conditions for providing resources, an indication of what types of telecommunication sessions said resource provider accepts, said resource provider's contact information, an indication of whether said resource provider is immediately available, and by what devices said resource provider is available;

\_\_\_\_\_ means for receiving contact information and preferences from a patron, wherein said contact information and preferences include an indication of whether said patron desires to communicate with at least one resource provider via voice, video, or text telecommunications session via a public switched telephone network, and, if so, said patron's contact information for such session; via voice, video, or text telecommunications session via a data network, and, if so, said patron's data network address for such session; and immediately or not;

\_\_\_\_\_ means for receiving a request from said patron to find a resource provider to provide a resource;

\_\_\_\_\_ means for conducting, via a data network, an auction to identify the lowest cost resource provider willing to provide said resource sought by said patron, said auction comprising a traditional bid/ask auction, a dutch auction, or a reverse auction involving at least two resource providers from said database that are willing to provide said resource to said patron;

\_\_\_\_\_ means for determining which resource provider is the lowest cost resource provider; and

\_\_\_\_\_ means for initiating a telecommunication session between said patron and said lowest cost resource provider.

30. (New) The method of claim 29 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

31. (New) The method of claim 29 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

32. (New) The method of claim 29 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

33. (New) The method of claim 29 wherein an operator of said data processing system selects said resource provider based on whether said resource provider is immediately available to communicate with said patron.

34. (New) The method of claim 33 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via a public switched telephone network.

35. (New) The method of claim 33 wherein said telecommunication session is a voice telecommunications session and said telecommunication session is established via said data network.

36. (New) The method of claim 33 wherein said telecommunication session is text telecommunication session and said telecommunication session is established via said data network.

37. (New) The method of claim 33 wherein said data processing system is a world wide web site and said data network is the Internet.